

UNITED STATES OF AMERICA  
POSTAL REGULATORY COMMISSION  
WASHINGTON, DC 20268-0001

Annual Compliance Review, 2021

Docket No. ACR2021

CHAIRMAN'S INFORMATION REQUEST NO. 4

(Issued January 21, 2022)

To clarify the Postal Service's FY 2021 Annual Performance Report (*FY 2021 Report*) and FY 2022 Annual Performance Plan (*FY 2022 Plan*),<sup>1</sup> the Postal Service is requested to provide written responses to the following requests. Answers should be provided to individual requests as soon as they are developed, but no later than January 28, 2022.

1. Please refer to the FY 2021 targets and results for each performance indicator listed on page 33 of the *FY 2021 Annual Report*. For each performance indicator, please confirm that the FY 2021 target and result are calculated using the same methodology.
  - a. If confirmed, for each performance indicator with a comparable FY 2021 target and result, please describe the methodology used to calculate these numbers.
  - b. If not confirmed, for each performance indicator with a FY 2021 target that is not comparable to the FY 2021 result:
    - i. Please describe the methodologies used to calculate the FY 2021 target and result.

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<sup>1</sup> The *FY 2021 Report* and *FY 2022 Plan* are included in the Postal Service's FY 2021 *Annual Report to Congress*, which the Postal Service filed with the FY 2021 *Annual Compliance Report*. Library Reference USPS-FY21-17, December 29, 2021, folder "FY21.17.Annual.Report," file "FY 2021 Annual Report to Congress.pdf" (*FY 2021 Annual Report*).

- ii. Please provide a FY 2021 result comparable to the FY 2021 target. If a comparable FY 2021 result cannot be provided, please explain why, and explain either (1) how to compare results between the different methodologies or (2) why making this comparison is not feasible.
- 2. Please refer to results from FY 2018 through FY 2021 listed on page 33 of the *FY 2021 Annual Report*. For each performance indicator measuring progress toward the Excellent Customer Experience, Safe Workplace and Engaged Workforce, and Financial Health performance goals, please confirm that FY 2018 through FY 2021 results are expressed using the same methodology.
  - a. If confirmed, for each performance indicator with comparable results, please describe the methodology used to calculate FY 2018 through FY 2021 results.
  - b. If not confirmed, for each performance indicator with non-comparable results:
    - i. Please describe the methodology used to calculate the result for each year from FY 2018 through FY 2021.
    - ii. Please explain why comparable results for FY 2018 through FY 2021 cannot be provided.
    - iii. Please explain how to compare results across FY 2018 through FY 2021. If making this comparison is not feasible, please explain why.

3. Please refer to the library reference containing information on the non-public performance indicators used to measure progress toward the High-Quality Service performance goal.<sup>2</sup> For each non-public performance indicator, please confirm that the FY 2021 target and result are calculated using the same methodology.
  - a. If confirmed, for each non-public performance indicator with a comparable FY 2021 target and result, please describe the methodology used to calculate these numbers.
  - b. If not confirmed, for each non-public performance indicator with a FY 2021 target that is not comparable to the FY 2021 result:
    - i. Please describe the methodologies used to calculate the FY 2021 target and result.
    - ii. Please provide a FY 2021 result comparable to the FY 2021 target. If a comparable FY 2021 result cannot be provided, please explain why, and explain either (1) how to compare results between the different methodologies or (2) why making this comparison is not feasible.
  - c. For each non-public performance indicator used in FY 2021, please confirm that results from FY 2018 through FY 2021 are calculated using the same methodology.
  - d. If part c. is confirmed, for each non-public performance indicator with comparable results, please describe the methodology used to calculate FY 2018 through FY 2021 results.

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<sup>2</sup> Library Reference USPS-FY21-NP30, December 29, 2021, file “NONPUBLIC Preface USPS-FY21-NP30.pdf,” at 7-9.

- e. If part c. is not confirmed, for each non-public performance indicator with non-comparable results:
  - i. Please describe the methodology used to calculate the result for each year from FY 2018 through FY 2021.
  - ii. Please explain why comparable results for FY 2018 through FY 2021 cannot be provided.
  - iii. Please explain how to compare results across FY 2018 through FY 2021. If making this comparison is not feasible, please explain why.

By the Chairman.

Michael Kubayanda